

10-1-2009

# University of New England Library Services Annual Report 2008-2009

UNE Library Services

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## Recommended Citation

UNE Library Services, "University of New England Library Services Annual Report 2008-2009" (2009). *Annual Reports*. Paper 4.  
[http://dune.une.edu/libserv\\_annual/4](http://dune.une.edu/libserv_annual/4)

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A black and white photograph of a large, open-plan library interior. The space features a high, vaulted ceiling with a complex network of dark wooden beams. Several cylindrical pendant lights hang from the ceiling, casting a soft glow. In the foreground, a large, light-colored wooden table is surrounded by several matching wooden stools. A person is seated at the table, working on a computer. The background shows a large arched window with a decorative transom above it, and a glass door leading outside. Bookshelves and a mezzanine level with a white railing are visible on the sides. The overall atmosphere is quiet and studious.

University of New England  
Library Services  
Annual Report  
2008-2009

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*Signs welcoming students to Ketchum (left) and Abplanalp (right) Library Open Houses, September 2009.*

## Message from the Dean of Library Services

This academic year was marked as the first official program review for UNE Library Services. We were involved in the process throughout 2008/09 and I have been very pleased overall with the review and very proud of the academic library services at UNE. As our external reviewer noted,

*"The UNE Libraries offer a wide range of services comparable to most university libraries. What differentiates UNE from other institutions is the depth and extent of these services. Clearly, the UNE Libraries have embraced the goals of the 21st century library by offering as many electronic services as possible. The fact that they are able to do so with modest resources is a tribute to the creativity of the staff and administration."*

Library Services goals relate to four major areas: Users, Facilities, Collections, and Special Collections.

The action plan for the program review of Library Services has been edited down to three major steps:

1. Continue formula-funding library materials,
2. Reconfigure and upgrade library facilities, and
3. Create a Special Collections department within Library Services.

This was also a year of celebration as you will see in this Annual Report, as we marked the 50th anniversary of the Maine Women Writers Collection, the publication of *Westbrook College Campus*, the first full year of operation of the George & Barbara Bush Legacy Collection, and we welcomed the Art Gallery into the department as an additional special collection of the University.

As always, the department thanks the administration and the entire UNE community for the support and genuine concern for these services. I am continually impressed with the staff of the department who are individuals of the highest caliber and who continue to lobby for and to offer exceptional collections and services. It is my pleasure to work with them.



Respectfully submitted,

Andrew J. Golub  
Dean of Library Services

# Access Services

Sharon Eckert, Director

## Highlights and Accomplishments

- Participated in the completion of the UNE Libraries' Strategic Plan and Program Review
- Completed comprehensive web revision of UNE's Copyright Policy and Guidelines, in collaboration with UNE's CIO and Compliance Officer
- Created Faculty Resources page for Libraries' web site
- Continued to compile/analyze data for the Access Services Department's Assessment Project, comparing firm order acquisitions expenditures with borrowing requests of UNE students
- Planned/participated in UNE Libraries' Marketing Committee activities, including fall open house, finals week study break, and development of the Libraries' newsletter
- Facilitated increase/redesign of study spaces at no cost
- Represented UNE Libraries on University's Environmental Council; participated in the Council's single-stream recycling project
- Represented UNE Libraries on University's Biddeford and Portland Campus Facilities Users Groups, focusing on physical needs of the Libraries' interior and exterior spaces
- Professional development: Attended the following conferences: 2009 NETSL conference: "Walking the Cataloging Landscape;" Dartmouth Biomedical Libraries' October 2008 conference, "Space 2.0: Small-Scale Library Redesign Projects;" 2009 Maine Academic Libraries Conference; 2009 Medical Library Association annual conference; convened MLA's Osteopathic Libraries Special Interest Group annual meeting



*Friendly student workers at the Abplanalp Library circulation desk.*



*Ketchum Library study space with a view!*



*Checking out materials at the Abplanalp Library.*

## **Goals and Challenges**

- Streamline/refine Access Services' Assessment Project compilation/analysis of data and summary report
- Complete usage analysis of circulating standing order titles, McNaughton Books, and e-books
- Analyze the workflow of Access Services functions and processes; explore opportunities and evolving technologies to initiate best practice services
- Collaborate with UNE Libraries staff in identifying ways to collectively increase our ability to strengthen the academic experiences and successes of UNE students
- Continue to facilitate the increase/redesign of Biddeford and Portland Libraries' study spaces to accommodate the needs of students
- Continue to expand/refine the Libraries' Student Assistants' training to increase library knowledge/skills, build confidence, and improve overall service to users
- Organize Access Services local practices/procedures documentation for circulation and cataloging; develop Access Services staff wiki for posting/maintaining documentation
- Identify professional development opportunities for expanding knowledge and skills that support individual goals and departmental initiatives

*"Information literacy also is increasingly important in the contemporary environment of rapid technological change and proliferating information resources."*

--Information Literacy Competency Standards for Higher Education, ACRL, 2000



*Students working in the reference area at Ketchum Library.*

IM Help Phone Librarian  
Walkin Evenings  
Email Research  
Tutorials Weekends

### Outstanding Reference Services

- In-person
- Email
- Phone
- IM a Librarian
- Flash tutorials
- Weekend Email reference
- Literature search and research help



*Students working in the reference area at Abplanalp Library.*

Our motto:  
Find It or Refer It!



*Quiet study spot under the flowering tree.*

# Reference Services

Barbara Swartzlander, Director

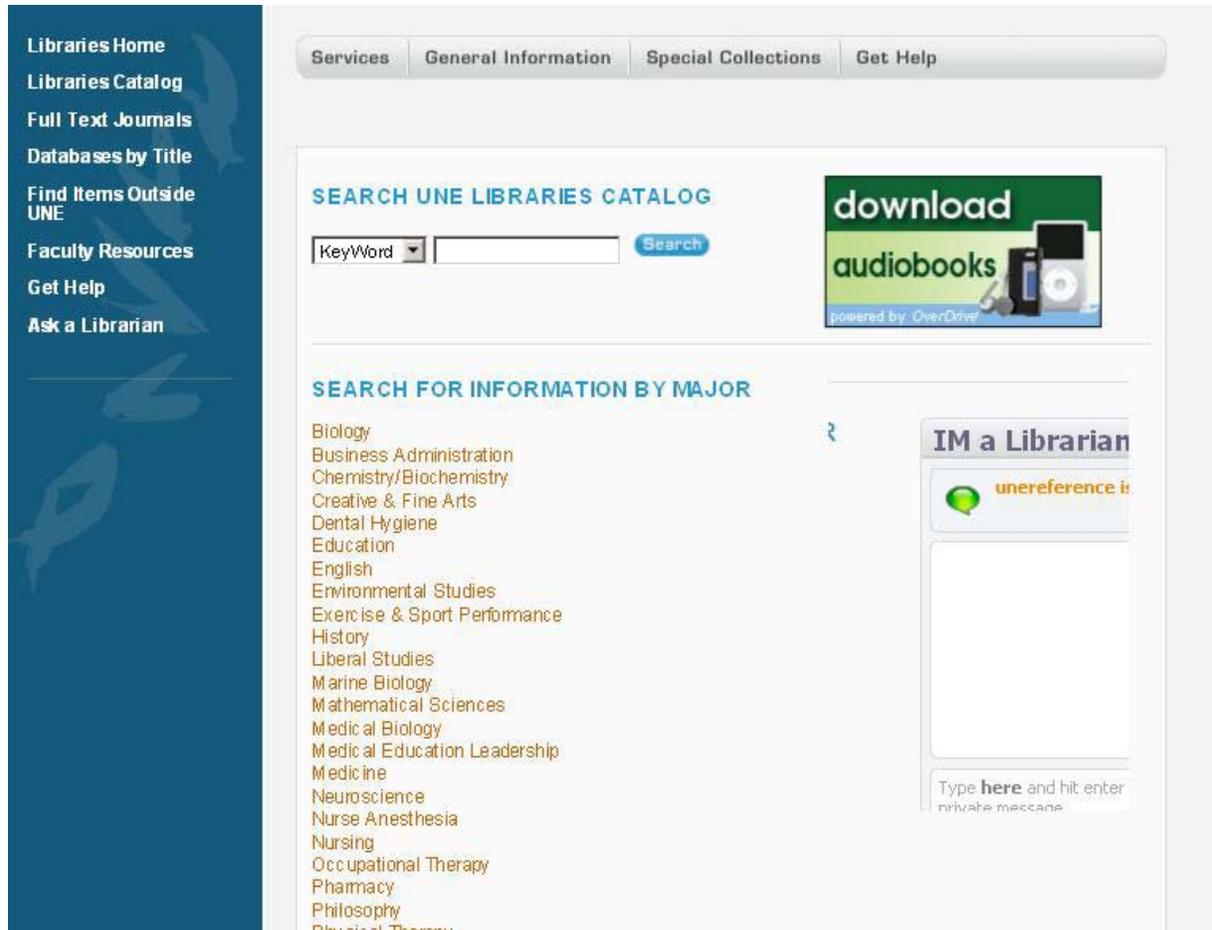
## Highlights and Accomplishments

- Fall Open Houses welcoming students, faculty and staff
- Outstanding Reference Services
- Evening reference hours Mon - Thurs
- On and off-campus access to databases and all e-resources
- 24/7/365 remote access to databases, full-text ejournals, and catalog
- Over 150 web access databases covering all curricular subject areas
- Over 45,000 print and electronic full-text journal titles
- Marketing and Outreach
- Links to Major Guides on Library home page for targeted subject use
- Library liaisons to academic departments
- Library User Instruction on both campuses
- Tailored for specific classes in collaboration with faculty
- "Critter on a Card" assignment for Bio104 students includes most freshmen
- Over 96 library instruction sessions with over 1,950 students attending in both Libraries
- Information literacy empowers students to conduct their own research
- Products and services support user needs
- Collections built by user requests and needs
- Cost-per-use assessment guides collection development
- New book displays
- Interesting exhibits
- UNE committee participation relevant to services

## Goals and Challenges

- Continue kinetic state-of-the-art services:
- User instruction
- Reference
- Collection development
- Marketing
- Adapt products and services to user needs
- Offer quality services and collections to students, faculty and staff
- Serve on library and university-wide committees
- Refine and improve user instruction program and assessment
- Assess journal, ejournal, book, ebook, and database collections in terms of usefulness and access
- Build DVD collection that supports curricula & enhances retention efforts
- Assess student library learning outcomes
- Assess Library web page use and usability
- Attend professional conferences
- Participate in educational webinars
- Read professional literature
- Participate in Strategic Planning for the Libraries
- Implement the Program Review Action Plan
- Emphasize electronic collections
- Support Special Collections
- Create better & more useful library space for users
- Support changes and improvements to UNE as an institution
- "FIND IT, OR REFER IT!!!"

# www.une.edu/library



*A screenshot of our library web site home page.*



*Busy students in the Ketchum Library Reference Area.*

# Digital Services

Stew MacLehose, Director

## Highlights and Accomplishments

- Oversaw installation of new library catalog server
- Streamlined web pages to include more drop down menus and fewer tabs
- Worked with College of Pharmacy to purchase new journals and databases for their program
- Maintained access to over 45,000 electronic journals
- Assessed database usage and reported findings to the assessment committee

## Goals and Challenges

- Continue to move the journal collection towards mostly online with a core of browsable print titles
- Assess journal collections to alleviate space concerns in both facilities
- Continue to look for new digital resources to add or switch from print
- Revise library catalog web pages to conform with new web site

*Below: Computer lab area at Ketchum Library.*





*Coveted study space on the MWWC patio.*

*The banner for the MWWC 50th Anniversary Symposium.*



*The reception at the Abplanalp Library.*

# Maine Women Writers Collection

Cally Gurley, Curator

It has been a big year for MWWC, full of celebration and hard work. Some of the highlights:

- MWWC was a resource for a class led by Professor Lori Power when students were asked to create an anthology of Maine women writers.
- New collections have been added and cataloged by Collection assistants, interns and volunteers, including the MWWC Administrative collection and the Marie Donahue Papers.
- Two student Interns completed projects at MWWC. Molly McLaughlin, a UNE English and Language Studies Major studied non-profit fundraising and Brittany Randall, a Senior at the University of Southern Maine, cataloged a major series of writings by Cathie Pelletier.
- The MWWC website has been expanded to include individual web pages for many writers to facilitate access to their collections.
- MWWC continues its Research Support Grant Program. In 2009, there were two recipients: Dr. Elizabeth Bischof, of the University of Southern Maine, and Dr. Rebecca Jaroff, of Ursinus College.
- Associate Professor of Visual and Critical Studies at the School of the Art Institute of Chicago, Dr. Shawn Michelle Smith, visited the collection to Analyze MWWC's Chansonetta Stanley Emmons Photograph Collection and is currently in the process of finishing an article and essay about the collection.
- The 2009 MWWC 50th Anniversary Symposium, called "Women in the Archives: Using Archival Collections in Research and Teaching on U.S. Women," took place here at the Portland Campus from June 11-14, 2009.
- A documentary film of the first 50 years of the Collection's history was created and premiered in conjunction with the Symposium.
- 50th Anniversary Reception at the Abplanalp Library, to honor and thank all who have contributed to the MWWC's success since its founding.



*The documentary film opened to a packed house on June 13th, 2009.*

*"The history of this campus provides a rich backdrop for exploring women's lives and their pursuit of education. . . . Students learned about women's history and the challenges, opportunities and limitations that faced a diversity of women from Seneca Falls to Suffrage. Students practiced critical thinking skills and came to understand the patience required for archival research; they gained new appreciation for the work of historians that we read in class. . . . And, the class helped students find pride in their campus and their own educational struggles as they came to realize that archives were more than dusty old papers of dead presidents and formerly famous people. They realized that years from now, their term papers and finding aids, their stories and photographs, would be fodder for future student projects."*

-- Elizabeth A. De Wolfe, Ph.D., Professor of History



*History 337 students pose on the steps of Proctor Hall with history professor Elizabeth De Wolfe and librarian Bobby Gray. Students spent the Fall 2008 semester in an archives central class looking at American women's history through the lens of women seeking higher education at Westbrook Seminary.*



*The earliest-known image of the Westbrook Seminary campus appeared in the 1862 seminary catalog and shows Goddard Hall (with frame annex), the campus chapel, and the classroom building.*

# Westbrook College History Collection

Roberta (Bobby) Gray, Reference & Instruction Librarian

## Highlights and Accomplishments

- Westbrook College History Collection (WCHC) research inquiries and visits continued to grow and totaled 315 for academic year 2008-2009.
- Archival research played the central role within HIS: 337 "Topics in Women's History" where students selected a female Westbrook Seminary student, wrote her biography, developed an oral presentation, and created a finding aid to become part of the archival record.
- A 128-page pictorial history entitled *Westbrook College Campus*, a part of Arcadia Publishing's Campus History Series, was published in March 2009.
- Westbrook Seminary historical photographs were copied and matted, and exhibited within the newly renovated Proctor Memorial Faculty & Staff Lounge.
- Westbrook Junior College vintage film footage, photographs, ephemera and research contributed to the production of the Maine Women Writers Collection 50th anniversary film documentary.
- "Out of the Archives: Westbrook Seminary Women," a series of six exhibits based upon student archival research, was mounted throughout the Abplanalp Library for the summer of 2009.
- A book signing and reception featuring Joyce K. Bibber, historian, alumna and author of *Westbrook College Campus*, was co-sponsored with Alumni Affairs during Reunion Weekend.
- The "Seminary Collection," a collection of pre-1920 imprints that were used and read by generations of Westbrook Seminary students in the 19th and early 20th centuries, was housed and made available on the lower level of the Abplanalp Library.



*Library exhibit at UNE's Lincoln-Darwin 200th Anniversary Program.*

## Goals and Challenges

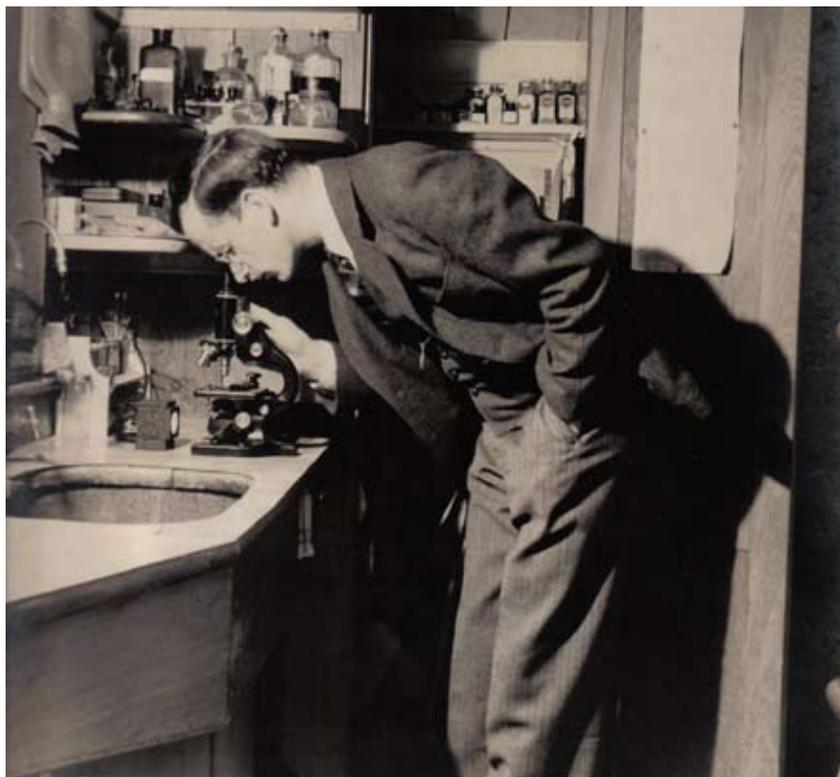
- Continue to provide archival access and research assistance to internal and external WCHC users and researchers.
- Collaborate with Maine Historical Society's Maine Memory Network to create a "Westbrook Seminary Women" online exhibition showcasing student archival research and WCHC images.
- Create and produce a WCHC bookmark.
- Update the WCHC homepage.
- Utilize sound archival principles and practices.
- Develop finding aids and a WCHC database using Discovery Software.



*Medical artifacts, 1940s.*

*"My strongest interest [as founder of NEOHC] is in creating an interactive center...a place where the spirit of osteopathy can thrive and the stories...can be told..."*

Gretchen Sibley, D.O.



*Carman Pettapiece, D.O. Office lab, Camden, Maine 1935.*



*Doris Flaherty, OHM Medical Technologist, 1947.*

# New England Osteopathic Heritage Center

Gay Marks, Curator

## Highlights and Accomplishments

- Relocation of the Center to the Stella Maris building
- Establishment of NEOHC exhibits and wall-mounted archival images in Stella Maris
- NEOHC exhibit material displayed in Clinical Performances, Petts Center
- Successful completion of "Meeting The Match 3" fund raising campaign
- NEOHC News/Notes newsletter
- Exhibiting at New England osteopathic conferences and UNECOM events
- NEOHC collection acquisition, processing, and electronic indexing
- UNECOM student and faculty research support

## Goals and Challenges

- Upgrade and expand web site
- Consolidate NEOHC collection material into one UNE location
- Complete database inventory of collection material
- Strategize fund-raising campaign to increase support
- Enlist UNECOM student group(s) to champion NEOHC's wish-list



*Bausch and Lomb microscope, ca 1910.*



*above: Former President George H.W. Bush addresses the crowd at the Dedication of the Center.*

*below: President Ripich and Mrs. Bush arriving at the Dedication.*



# George & Barbara Bush Legacy Collection

Gay Marks, Curator

## Highlights and Accomplishments

- Established student docent program
- Oversight of student docents offering narrated tours to visitors, Admissions groups, University faculty and students, attendees of Board of Trustees and President's events, special programs, social occasions
- Developed procedures and forms to document collection contents
- Maintained communications with Bush Family representative
- Created electronic inventory of collection materials
- Launched introductory film of President and Mrs. Bush on video display at the BLC

## Goals and Challenges

- Develop BLC website and promotional literature
- Increase BLC collection content
- Seek exhibit material from area resources as loan to BLC
- Develop relationship with George H. W. Bush Texas Presidential Library for resource sharing, i.e. exhibit loans, electronic streaming of special programs by both sites
- Develop network of electronic information kiosks on University campuses, linking BLC with other sites
- Increase UNE faculty use of BLC space and resources, curriculum integration, special programs
- Promote BLC beyond UNE Community



*The George and Barbara Bush Center at UNE.*

## The new UNE Art Gallery Mission Statement:

*The UNE Art Gallery supports the mission of the University through exploration of the creative possibilities inherent in the study of art.*



Rat Experiment  
By Hilary Irons  
Aucocisco Gallery  
The Business of Art exhibition  
2009



Snail Mail  
By Ed Friedman  
Sculpture Garden  
Invitational

### **UNE ART GALLERY GOALS:**

- Provide a forum for students, faculty and the community to view contemporary and historic works of fine art;
- Present exhibitions relevant to academic courses of study, scholarly investigation and interdisciplinary research;
- Make the Permanent Collection accessible to students, faculty and the community for study;
- Acquire new works for the Permanent Collection related to curriculum themes and that build upon the strengths of the existing collection;
- Exhibit works of art throughout the University that enrich the aesthetic environment and heighten awareness of UNE's remarkable physical and intellectual landscape.



The Art Gallery



Maple  
By Randy Walker  
Daniel Kany Gallery  
The Business of Art  
exhibition 2009

# University of New England Art Gallery

Anne B. Zill, Director

The Art Gallery is, in a sense, the new kid on the block because it is now located in Library Services, a logical fit for two reasons: the Art Gallery houses an important UNE Collection of fine art, including a large photography segment that numbers more than 500 objects. In addition, the Gallery's new mission is to be much more integrally connected to the University's mission and its academic programs and departments, although its role as one of the cultural resources of the University open to the public is not diminished. This year the Art Gallery plans to be a central force within the University's academic programs as well as a useful resource laboratory for students.

## Highlights & Accomplishments:

- During the FY09 the Gallery mounted a most successful series of exhibitions, capped by Alice Spencer's *Fabricating Time* exhibition featuring her collected textiles and paintings inspired by them. During that exhibition a day long Global Textile Expo attracted more than 400 Art Gallery visitors from a dozen plus countries.
- A number of University Departments held meetings and receptions in the Gallery during the year. The UNE Creative and Fine Art Department Faculty had an exhibition in the space. The Maine Humanities Council and the Portland Performances also used the space for lectures.
- Department of Creative & Fine Arts faculty & students to curate exhibit, spring '10
- Expand the Sculpture Garden Invitational to provide works for the Quadrangle bordering Stevens Avenue in Portland
- Place sculpture along the Saco River at Point kiosk and proposed Walking Trail
- Fill new buildings on both campuses with works of art from the permanent collection and loans/gifts from individuals, such as the current Peter Morgane prints on display in the Pickus Center Lounge
- Seek loans and gifts of health and science-related works of fine art to compliment relevant buildings
- Exhibit photographs by Arla Patch depicting women in recovery in the Nurses hall of the Westbrook College of Heath Professions, fall 2009
- Scan photographs from the permanent collection to place in areas on both campuses such as the Harold Alford Center for Health Sciences and the new College of Pharmacy Building
- Hang works by UNE artists who teach in UNE's Department of Creative and Fine Arts in visible locations on both campuses on a regular basis
- Establish a Collections Committee to review and create collection policies for the future including subjects of concentration, acquisition strategies and de-accession standards
- Improve vault storage capacity to improve the conservation of works in the collection as well as future acquisitions

## Goals and Challenges:

- Integrate the Visual Arts into UNE academic disciplines, Departments, Colleges and programs on both campuses, so students can be surrounded by fine arts to better gain a holistic comprehension of their world
- Students to research and document works of art in the University's permanent collection, fall semester '09
- Art students' involvement in the Historic Processes Photography exhibition, *Going Forward, Looking Back – Practicing Historic Photographic Processes in the 21st Century*, fall '09

## UNE Library Services Fast Facts:

Over 150,000 books  
Over 6,000 electronic books  
Over 45,000 electronic journals  
Over 250 print journals  
Over 150 electronic databases  
2 physical library facilities  
Open every day / 90 hours per week  
24/7 access to electronic resources

